

## TABLE OF CONTENTS

A FINAL REPORT.....	I
ADVISORS APPROVAL PAGE.....	ii
EXAMINER APPROVAL'S PAGE.....	iii
STATMENT OF ORIGINALITY.....	iv
DEDICATION PAGE.....	v
TABLE OF CONTENTS.....	vi
TABLE OF FIGURE.....	viii
ACKNOWLEDGEMENT.....	x
CHAPTER I.....	1
INTRODUCTION.....	1
1.1 Background Information.....	1
1.2 Statements of Problems.....	3
1.3 Purpose of the Report.....	4
1.4 Significance of the Report.....	4
1.5 Review of Related Review.....	5

1.6 Methods of the Report.....	11
1.7 Framework of the Report.....	17
CHAPTER II.....	18
COMPANY OR INSTITUTION HISTORY.....	18
2.1 Institution History.....	18
2.2 Organizational Chart.....	19
2.3 Location.....	21
2.4 Products.....	21
2.5 Facilities.....	21
2.6 Customers.....	23
CHAPTER III.....	24
DESCRIPTION.....	24
3.1 Description.....	24
3.2 Obstacles.....	42
3.3 Added Values.....	44
3.4 Related Course.....	45
CHAPTER IV.....	47

CONCLUSION AND SUGGESTION.....	47
4.1 Conclusion.....	47
4.2 Suggestion.....	49
REFERENCES.....	50
APPENDICES.....	52
APPENDIX 1 : Transcript of Observation.....	52
APPENDIX 2: Pictures.....	55
BIOGRAPHICAL SKETCH.....	60

## TABLE OF FIGURE

<i>Figure 1 Organization Chart of 10 November Museum.....</i>	19
<i>Figure 2 The writer and the visitors from Malaysia.....</i>	55
<i>Figure 3 The writer and the visitors from Dutch.....</i>	55
<i>Figure 4 The writer and the visitors from Germany.....</i>	56
<i>Figure 5 The writer and the visitors from Swedia.....</i>	56
<i>Figure 6 The writer and the visitors from Germany.....</i>	57
<i>Figure 7 The writer's internship score sheet.....</i>	57
<i>Figure 8 The writer did her job to the tourists group.....</i>	57
<i>Figure 9 Typewriter in colonial era.....</i>	58
<i>Figure 10 Zone one condition at the 10 November Museum Surabaya.....</i>	59
<i>Figure 11 Zone two condition at the 10 November Museum.....</i>	59
<i>Figure 12 Zone 3 condition at the 10 November Museum.....</i>	59

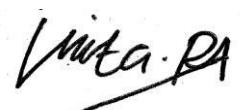
## ACKNOWLEDGEMENT

The writer would like to thank ALLAH SWT for all the bless to the writer, so that the writer could finished this final report. The writer also wants to express her gratitude to the people who helped her in writing this final report. The writer would like to thank:

1. Celya Intan Kharisma Putri, S.S., M.Appl.Ling., as a lecturer of English Diploma Program at Universitas Airlangga also being the writer's final report advisor at the same time. Thank you for the time, guidance that was given thoroughly, motivation and support until the writer can finish her Final Report.
2. Mrs. Rina Saraswati. S.S., M.Hum., as the Head of English Diploma Program, who has assumed full responsibility in the improvement of English Diploma Program.
3. All lectures in English Diploma Program who were always giving a lot of knowledge for the writer during studying at Universitas Airlangga.
4. The writer's family (ayah, ibu) for endless love. Thank you for the prayers, advice, and support.
5. Mr. MT Agustiono as the supervisor and head of 10 November Museum, thank you for the all opportunity and knowledge.

6. The writer's best friend (Karimah, Margareta, Azky, Isti) since internship process.  
Thank you for the cooperation.
7. All staff (Wardha, Angga, Ardi, Lukman, Dhany, Datta) in 10 November  
Museum of Surabaya. Thank you for the willingness and guidance.
8. All friends in EDSO 2017 Universitas Airlangga. Especially, BI-2.Thank you  
for the memorable friendship.
9. All friends in EDSO 2016 Universitas Airlangga especially Rudi and Nuril.  
Thank you for the support, knowledge and motivation until the writer can finish  
her Final Report.
10. Maulidiah Aisyah, Angelia Destifyanti, Forgelina, Mas Ning Maulidya and  
Novita Tri Wiranti as the writer's best friend that support and motivate the writer  
until she can finish her Final Report.

Surabaya, 03 June 2020



**Vita Rezeki Andiyan**  
151711813034